

## ABSTRACT OF THE DISCLOSURE

An electronic hand-held device and method for inputting and sending  
5 requests and for receiving and outputting responses to the requests. The electronic hand-  
held device is coupled to a telecommunications link over which requests are sent and  
responses are received. The electronic hand-held device can input request data in any  
number of different information media, including audio tones and voice signals, mechanical  
input to a keypad, printed bar codes, magnetic data stored in credit cards, and electronic  
10 data stored in electronic smart cards. The electronic hand-held device can output responses  
through an audio speaker, a visual LCD display device, and, optionally, through other  
output devices including printers. The electronic hand-held device is especially well suited  
for order entry and acquisition of product information.